



SARNIA POLICE SERVICE JOB POSTING #124 – EXTERNAL

POSTING DATE:	August 29th, 2025
POSITION:	Communications Operator
CLASSIFICATION:	Civilian, Grade 5 (\$46,665 – \$93,329)
TYPE:	Temporary Contract
WORK LOCATION:	Headquarters
REPORTS TO:	Staff Sergeant (Communications & Records), or designate
ANTICIPATED START DATE:	October 13th, 2025

If you thrive under pressure, think fast, and can remain calm in tense situations, this might be the opportunity for you. The Sarnia Police Service is seeking applicants for the role of Communications Operator; a fast-paced, high-stakes position at the heart of emergency response. Our dispatchers are the first point of contact for those in crisis and serve as the essential link between the public, frontline officers, and Lambton County fire fighters. This role demands sharp decision-making, the ability to manage multiple streams of information, and a steady focus in fast-moving, high-stakes environments.

Ideal candidates are alert, tech-savvy, and thrive in energetic settings. If you've ever coordinated a team through fast-moving scenarios, balanced competing priorities, or navigated digital tools with ease, you may already possess the instincts we value. This is more than just a job - it's a vital public safety role where your actions have a direct impact on our community.

Purpose

The Sarnia Police Service has identified an opening for the temporary contract position of Communications Operator. As a Communications Operator, you are responsible for making sound and rapid decisions under stressful conditions, while managing multiple tasks and changing priorities. You will provide support to our Operational units and members of the public, 24 hours a day.

The Communications Operator is a contract position and will require successful applicants to be available to work up to 12-hours per shift, seven (7) days per week, including day shift, night shift, weekends, public holidays, and vacation coverage. Additionally, this position includes relief hours for full-time staff; successful applicants should be willing to work upwards of five (5) hours during the day or night, as required. There is no guarantee of a set number of hours.

Summary of Position

- Answer 9-1-1 calls for the City of Sarnia, Village of Point Edward, Aamjiwnaang First Nation, and Lambton County, and dispatch the appropriate emergency service
- Answer emergency and non-emergency calls for the Sarnia Police Service, obtain pertinent information and forward them if necessary
- Dispatch Sarnia Police Service, Sarnia Fire and other county volunteers fire services personnel as required
- Monitor radio channels and locations of officers and record via Computer Aided Dispatch (CAD) system
- Maintain and record information on CAD dispatch system
- Perform queries on CPIC, MTO and other computerized systems
- Perform Community Awareness and Emergency Response (CAER – BASES) duties as required
- Monitor Environment Canada's Weathercopy Network
- Maintain all reference guides, as required
- Other related duties as required by policy or practice

Minimum Qualifications

- Proven ability to communicate effectively with members of the Police Service, the public, and other agencies
- Ability to hear and readily relay information accurately with high attention to detail, while operating various methods of communication equipment (Computer Aided Dispatch, TTY, portable radios, telephones) despite constant interruptions and distractions
- Proven ability to multi-task, with excellent grammar, spelling and proof-reading skills
- Proven ability to maintain composure under extreme circumstances
- Proven ability to work well with others in a team environment
- Excellent work and attendance record, including a positive attitude in the workplace
- Proven typing skills – minimum 35 words per minute, corrected

Hearing and Vision Standards

The Sarnia Police Service has adopted the Ontario Association of Chiefs of Police (OACP) Constable standard for Hearing and Vision Requirements for the position of Communicators Operator. The attached package provides more information for both the Eye Care Professional and Audiologist. Applicants must submit a completed **Vision Assessment Form** (Appendix A) and a completed **Hearing Assessment Form** (Appendix B).

Desirable Qualification

- Experience in emergency response, and/or high-stress call centre environments is preferred
- Be dependable, resourceful and demonstrate a co-operative attitude and good interpersonal skills
- Familiar with the Sarnia Police Service Policies and Procedures that relate to the duties and responsibilities of a Communications Operator

- Familiar with the geographical areas of the City of Sarnia and the County of Lambton
- Successful completion of Emergency Telecommunications Course and/or a recognized Public Safety Communication Course
- Previous computer related experience

Testing Process

Applicants will be tested in specific competencies and qualifications and must successfully complete CitiCall testing, a comprehensive interview, a background investigation, and a psychological assessment. Additionally, this position is subject to a pre-placement medical to ensure the candidate can safely perform the essential duties of the role.

Conditions of Employment

- Must clear psychological assessment and background investigation
- Must pass medical, vision and hearing assessment(s)
- Must successfully pass the intensive training program (approximately 6-months)
- Must be able to commit to the Communication Operators work schedule (as described)
- Must be able and willing to commute to the work location (i.e. no remote work)
- Must be able to understand the serious and stressful nature of the calls required to handle
 - Communication Operators will handle emergency 9-1-1 and non-emergency calls. The most serious emergencies may include difficult and stressful situations such as violent crimes in progress, suicidal callers and individuals involved in serious accidents. Communication Operators are expected to be calm and make decisions methodically based on their critical thinking skills, SPS protocol and training.
- Must be able to make sound and rapid decisions in a highly fast-paced and stressful environment
 - Communication Operators will be exposed to difficult situations and require intense concentration for extended periods of time. Due to the nature of the work, Communication Operators are restricted to your workstation, scheduled breaks and lunches are dependent upon workload.

As a condition of employment, applicants will need to successfully meet the minimum SPS training standards, following which, will be subject to the defined SPS probationary period.

Application Process

Qualified applicants should submit their Cover Letter, Resume, Civilian Application Form, and completed Vision and Hearing Assessment Forms via email to Sarnia Police Service Careers (SPSCareers@police.sarnia.on.ca) no later than **4:00 PM** on **September 19th, 2025**. All documents must be submitted in PDF format.

Following the closing date, only successful application candidates will be contacted to arrange testing.



**Constable Selection System
Hearing and Vision Requirements
Updated July 2023**



Constable Selection System

The Ontario Association of Chiefs of Police (OACP) are the current administrators of the pre-employment testing service for police applicants across the province of Ontario. The information in this document outlines the **hearing and vision standards** of the Constable Selection System. As a police applicant, you will be required to complete this package in full and then submit it to the police service upon application.

In addition, in the final stages of the selection and hiring process, **police services may further require you to complete a medical history questionnaire and undergo a comprehensive physical examination and psychological evaluation.** The medical suitability of an applicant may be determined on the basis of the medical examination conducted by the examining physician acting on behalf of the hiring police service.

Through the medical evaluation, the examining physician will report any medical condition determined to potentially prevent an individual from performing the tasks required of a police constable in a safe and effective manner.

As a police applicant, you may be disqualified due to the presence of any medical condition, treatment, limitation, or disease that will impact the performance of essential police duties in the following ways:

- inhibits performance to a degree that, even with accommodation, essential duties cannot be completed safely and effectively;
- increases, to an unacceptable level, the risk to the applicant's personal health;
- increases the applicant's risk of sudden incapacitation or impaired judgment;
- can result in the transmission of an infectious disease to a co-worker or the public

Please consult with your local police service should you have any questions regarding the grounds for disqualification above.



Disclaimer

By completing this package, you as the applicant acknowledge that you are aware and understand that the Police Services or Law Enforcement Agencies may disqualify you based on not being able to meet any of the minimum hearing and vision requirements outlined in this package.

Instructions for Applicant

You are **required to complete this package at a local (Canadian) Optometry and Audiology clinic for the purposes of meeting the required hearing and vision standard.**

Once you have completed this package, you are to **provide the completed forms to the Police Service** along with the rest of your application package.

Exemptions

Please note, applicants who reside in isolated communities may not be required to complete this form. However, you will be required to contact the Police Service you wish to work for and inquire about minimum hearing and vision standard testing.



Message for Eye Care Professional (Pertaining to Appendix A)

Dear Eye Care Professional;

The individual in attendance with you is currently in the pre-employment testing stage with the Ontario Associations of Chiefs of Police as an applicant to become a Police Constable (or other Justice Practitioner) within the province of Ontario.

You are being asked to evaluate the **applicant's ability to meet the minimum vision requirements outlined below.**

Conclusion

In the event the applicant does succeed far enough into the process, you may be contacted by a Police Recruiter or a Physician acting on behalf of a Police Service, to ensure this document is valid and not falsified in any way.

The applicant is responsible for **payment of all fees for testing and completion of this medical package. The assessment must be completed by an Optometrist/Ophthalmologist licensed in one of the provinces or territories of Canada.**

Vision Requirements

Minimum Vision Standards

- Corrected/uncorrected acuity at least 6/6 (20/20) with both eyes open.
- If a correction is required to obtain 6/6 (20/20) acuity, then uncorrected visual acuity at least 6/12 (20/40) with both eyes open.

Farsightedness

The amount of hyperopia must not be greater than +2.00 D, spheroequivalent in the least hyperopic eye.

Lateral Deviation “Far”

In excess of 5 eso or 5 exo, requires additional information from an Optometrist/Ophthalmologist, which documents the person is unlikely to experience double vision when fatigued or functioning in reduced visual environments. Guidelines regarding further testing and the appropriate forms can be found on the www.oacpcertificate.ca website by clicking the "Menu" button and visiting the "Constable Selection System and Forms" page. Then select the “Guidelines for Optometrists or Ophthalmologists” button.

Lateral Deviation “Near”

In excess of 6 eso or 10 exo, requires additional information from an Optometrist/Ophthalmologist which documents that the person is unlikely to experience double vision when fatigued or functioning in reduced visual environments. Guidelines regarding further testing and the appropriate forms can be found on the www.oacpcertificate.ca website by clicking the "Menu" button and visiting the "Constable Selection System and Forms" page. Then select the “Guidelines for Optometrists or Ophthalmologists” button.

Colour Vision

Colour vision must be assessed without any colour corrective (e.g. X-Chrom, Chromagen, Enchroma, Vino) lenses. Normal colour vision as determined by the tests listed in Table 1. If the applicant fails any of the screening tests or has a borderline performance on the test (based on the test scoring instructions), then the applicant must pass Farnsworth D-15 or Waggoner Diagnostic D15. Guidelines regarding further testing and the appropriate forms can be found on the www.oacpcertificate.ca website by clicking the "Menu" button and visiting the "Constable Selection System and Forms" page. Then select the “Guidelines for Optometrists or Ophthalmologists” button.

Table 1. List of acceptable for colour vision screening tests

24 plate or 38 plate edition of the Ishihara test Hardy, Rand Ritter 4 th or 5 th edition, Waggoner PIP24, Waggoner Computerized Color Vision Test Innova/Rabin Cone Contrast Test.
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Peripheral Vision

The recommended testing protocol to access each eye's functional visual field is the Humphrey Full Field 135-point program (or equivalent) performed monocularly with the two zone test strategy and single intensity test mode. If this program is not available, then the Full Field 120-point program (or equivalent) performed monocularly is sufficient. If neither of these visual field protocols is available, an equivalent formal perimetric visual field test (i.e., not confrontational fields) would be one that measures the visual field out the limits listed below using a size III Goldman equivalent target at a 10-decibel intensity setting. Except for the physiological blind spot, there should be no significant scotomas within the limits specified below. A significant scotoma is defined as two or more adjacent points that are not seen. If the scotoma is covered completely by the normal visual field in the other eye, then it can be considered as acceptable and may only need to be monitored. Limits for the various meridians are:

- Temporal (0° meridian): 75°
- Superior temporal (45° meridian): 40°
- Superior (90° meridian): 35°
- Superior nasal (135° meridian): 35°
- Nasal (180° meridian): 45°
- Nasal-inferior (225° meridian): 35°
- Inferior (270° meridian): 55°
- Inferior temporal (315° meridian): 70°

Corneal refractive surgery

Allowed; however, the Specialist must provide specific documentation outlining the condition in a report if they do have a history of one criterion in appendix A.

Pseudophakic intraocular lenses

Allowed; however, the Specialist must provide specific documentation outlining the condition in a report if they do have a history of one criterion in appendix A.

Phakic intraocular lens implants (PIOL)

Allowed; however, the Specialist must provide specific documentation outlining the condition in a report if they do have a history of one criterion in appendix A.

Orthokeratology, corneal transplants, intra-stromal corneal rings

Not allowed

Ocular disease

Free from diseases and disorders that impair visual performance as indicated by the standards above, or will produce sudden, unpredictable incapacitation of the visual system, or are progressive and are likely to impair visual performance.

Vision Assessment Form (Appendix A)



Section A

For Optometrist/Ophthalmologist Only

Does the Applicant meet the minimum vision requirements?

☐ Meets Standard

☐ Does Not Meet Standard

Has the applicant ever had refractive surgery (this includes Corneal and Intra-Ocular Lens Procedures)?

☐ Yes (Proceed to section B subsection a)

☐ No (Proceed to section D)

Section B

For Optometrist/Ophthalmologist Only

a) Did the applicant have refractive eye surgery within 6 months?

☐ Yes (proceed to subsection b)

☐ No (Skip to subsection c)

b) Did the applicant wait the mandatory 30-day waiting period post surgery?

☐ Yes (Appendix 1 from "Vision Guidelines" package must be completed)

☐ No (Defer vision appointment until 30 days have passed)

c) Does the applicant have a history of any of the following symptoms:

☐ Visible Corneal Haze

☐ Cataracts

☐ Night Vision Difficulties

If yes to any, please contact the OACP at support@oacpcertificate.ca for additional documentation

Section C

For Applicant Only

Declaration, Acknowledgment and Consent

Initials

I consent to having my vision test and related invoice provided to the Police Service I choose to apply to as part of the pre-selection hiring process.

I certify and acknowledge that all the documents/materials included in this submission have been examined by me, and that, to the best of my knowledge, the information provided is true, accurate and complete. I will furnish, upon request, all additional records and documents considered necessary by the OACP to review my submission.

I authorize the Police Service receiving and considering my application to contact the ophthalmologist or optometrist indicated below if clarification of this vision examination is required, and I authorize my ophthalmologist or optometrist to provide such additional information to said Police Service as may be required to satisfy their questions about my test.

I acknowledge that I will present the invoice or receipt from this testing session and submit it with these medical forms to the police service upon their request.

Signature

Date

Section D

For Optometrist/Ophthalmologist Only

Specialist's Name

Specialty

☐ Optometrist

☐ Ophthalmologist

License Number

Applicant's Name

Telephone Number

Business Address

Date Signed

Specialist's Signature

Office Stamp

This form is valid for a period of 2 years from the date signed.

The Applicant is required to attach the appointment invoice/receipt when submitting this form to the Police Service



Message for Audiologist or Hearing Instrument Specialist (Pertaining to Appendix B)

Dear Audiologist or Hearing Instrument Specialist

The individual in attendance with you is currently in the pre-employment testing stage with the Ontario Associations of Chiefs of Police as an applicant to become a Police Constable (or other Justice Practitioner) within the province of Ontario.

You are being asked to evaluate the applicant's ability to meet the minimum hearing requirements outlined below.

Requirement

The applicant must be able to pass stage 1 of the audiogram testing. Should the applicant not be successful in stage 1, the applicant must then proceed onto stage 2.

If the applicant meets the standard of stage 1 (audiogram testing), the applicant is not required to conduct stage 2 and is considered to officially meet the standard.

Additional Considerations

- **Stage 1 and Stage 2 must be done without hearing aids or hearing implants.**
- **Applicants with hearing implants must go directly to stage 3.**

Conclusion

In the event the applicant does succeed far enough into the process, you may be contacted by a Police Recruiter or a Physician acting on behalf of a Police Service, to ensure this document is valid and not falsified in any way.

The applicant is responsible for **payment of all fees for testing and completion of this medical package. The assessment must be completed by an Audiologist/ Hearing Instrument Specialist licensed in one of the provinces or territories of Canada.**



Minimum Hearing Standards

Stage 1 – Audiogram

Hearing thresholds are measured in all candidates.

Pure-tone thresholds measured under audiometric headphones shall not exceed 25 dB HL in each ear at the following frequencies: 500, 1000, 2000, 3000 and 4000 Hz. Candidates whose hearing levels fail to meet these requirements must proceed to Stage 2.

Stage 2 – QuickSIN under headphones

Candidates who do not meet the Stage 1 criteria are evaluated with the headphone version of the QuickSIN with the speech level set to 70 dB HL. Each ear is tested separately. Following a practice list, administer a standard list to determine the SNR loss score. Repeat for two additional lists then calculate the average dB SNR loss score over the 3 lists. Repeat for the other ear.

The required criteria for Stage 2 is:

1. Quiet: pure-tone average (PTA) at 500, 1000, 2000, 3000 Hz and 4000 Hz \leq 30 dB HL or SRT (using spondaic words such as the CID W-1 word lists) no greater than 20 dB HL in each ear, and
2. Noise: SNR loss score on the QuickSIN no greater than 3 dB in each ear.

Candidates who fail to meet the interim noise criterion for the QuickSIN can be retested once. Retesting can be done immediately after initial testing during the same visit.

Hearing aids and hearing implants are not allowed to be used during the stages 1 or 2.

Candidates who fail this step must proceed to Stage 3 (HINT). For sound field testing, site-specific normative data must be established, after which a 2 dB elevation above the norm for the Noise Composite SRT is applied to determine the site-specific criterion for speech in noise.

Stage 3 – Hearing in Noise Test (HINT)

For applicants who have hearing implants or have failed Stage 2, further testing will be required under the HINT at authorized clinics only. Applicants will be required to contact the OACP Customer Service Team at support@oacpcertificate.ca for more information.

Hearing Assessment Form (Appendix B)



Section A

For Audiologist/Hearing Instrument Specialist Only

Does the Applicant meet the minimum hearing requirements?

☐ Meets Standard

☐ Does Not Meet Standard

Section B

For Audiologist/Hearing Instrument Specialist Only

Notice For Audiologist/Hearing Instrument Specialist

Hearing aids and hearing implants are not allowed to be used during the Audiogram or QuickSIN assessment. Hearing-aids and hearing implants are only authorized for the HINT assessment.

Should an Applicant not meet the Audiogram nor QuickSIN minimum criteria, please refer the individual to contact the OACP to schedule an appointment at an authorized HINT testing clinic.

Section C

For Applicant Only

Declaration, Acknowledgment and Consent

Initials

I consent to having my hearing report and related invoice provided to the Police Service I choose to apply to, as part of the pre-selection hiring process.

I certify and acknowledge that all the documents/materials included in this submission have been examined by me, and that, to the best of my knowledge, the information provided is true, accurate and complete. I will furnish, upon request, all additional records and documents considered necessary by the OACP to review my submission.

I authorize any Police Service receiving and considering my application to contact the Audiologist/Hearing Instrument Specialist indicated below if clarification of this hearing examination is required, and I authorize my Audiologist/Hearing Instrument Specialist to provide such additional information to said Police Service as may be required to satisfy their questions about my test.

I acknowledge that I will present the invoice or receipt from this testing session and submit it with these medical forms to the police service upon their request.

Signature

Date

Section D

For Audiologist/Hearing Instrument Specialist Only

Specialist's Name

Specialty

☐ Audiologist

☐ Hearing
Instrument Specialist

CASLPO/AHIP Number

Applicant's Name

Telephone Number

Business Address

Date Signed

Specialist's Signature

Office Stamp

This form is valid for a period of 2 years from the date signed.

The Applicant is required to attach the appointment invoice/receipt when submitting this form to the Police Service



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OACP Constable Selection System

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Sarnia Police Service

Civilian Application Form

GUIDELINES FOR COMPLETION

Carefully review and follow application instructions issued with this application form. If additional space is required for any answer, attach an Appendix to your application.

I. Personal Information

Surname:	Given Name (1):	Given Name (2):
Address:		
City/Town:	Province:	Postal Code:
Phone Number (Day):	Phone Number (Evening/Home):	
Email:		

	Yes	No
Are you at least 18 years of age?	<input type="checkbox"/>	<input type="checkbox"/>
Are you legally eligible to work in Canada?	<input type="checkbox"/>	<input type="checkbox"/>
Are you a Canadian citizen or a permanent resident of Canada?	<input type="checkbox"/>	<input type="checkbox"/>
Do you possess a valid driver's licence that permits you to drive an automobile in Ontario with full driving privileges <u>and</u> do you have six (6) or few demerit points?	<input type="checkbox"/>	<input type="checkbox"/>
Have you ever been convicted of any criminal offence for which a pardon has not been granted or issues? (<i>This means any fine, period of imprisonment, or period of probation offered by the court</i>)	<input type="checkbox"/>	<input type="checkbox"/>
If you were previously convicted under a Federal statute, have you been granted or issues a pardon, or in the event of a discharge related to a finding of guilt, have the records been sealed by the RCMP?	N/A <input type="checkbox"/>	<input type="checkbox"/>

II. Education

Secondary School Attended:	Highest Grade/Level Completed:
Type of Certificate or Diploma Obtained (if applicable, attached equivalency certificate):	

Business, Trade, or Technical School Attended:	
Course Name:	Length of Course:
Licence, Certificate or Diploma Awarded:	

Community College Attended:	
Program Name:	Length of Program:
Licence, Certificate or Diploma Awarded:	

University Attended:		
Major Area of Study:	Length of Course:	
Degree Awarded:	General:	Honours:

Other relevant courses, workshops, seminars, training, licenses, certificates, or degrees:
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III. Employment History

Beginning with your present or previous employer and continuing in reverse order, list and describe every position you have held since the beginning of your work experience. If you have held two (2) or more positions with the same employer, list and describe each position separately. Include military, part-time and summer employment. Please attach additional sheets, as required.

Is your current employer(s) aware that you are seeking employment with the Sarnia Police Service? Please be advised that they may be contacted at a further point in the selection process.

Yes

☐

No

☐

Present or Previous Employer:	
Position Title (current / most recent):	Date of Employment: From: To:
Address:	
Phone Number:	Supervisor Name and Title:
Brief Description of Duties:	
Reason for Leaving:	

Present or Previous Employer:	
Position Title (current / most recent):	Date of Employment: From: To:
Address:	
Phone Number:	Supervisor Name and Title:
Brief Description of Duties:	
Reason for Leaving:	

IV. Relevant Information

List any qualifications you have which you believe are relevant to this position:

Have you ever applied to any other police service?

☐ Yes ☐ No

If yes, please complete the following:

Name of Service:	Date of Application:	If your application currently active?	
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No
		<input type="checkbox"/> Yes	<input type="checkbox"/> No

V. Declaration

I, _____ (*print name*), hereby declare that the foregoing information is true and complete, to the best of my knowledge. Further, I understand that a false statement may disqualify me from further consideration for employment or result in dismissal, should I be appointed as an employee of the Sarnia Police Service. It is understood and accepted that I am involved in a competition process and that I may be declined at any stage of the process without explanation.

Signature:

Date: